

MPUC2K

Mission Planning User's
Conference 2000

NIMA Customer Support

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ESC/ACU



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HQ ACC



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HQ AFSOC

US Navy



- *Guaranteeing the Information Edge*

September

24X CD ROM



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Agenda

- Customer Support Overview
- NIMA status
 - Data Issues
 - DAFIF
 - CHUM
 - CADRG
 - Distribution issues
 - NIPRnet
 - DLA Distribution

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Why Customer Support?

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• To ensure that NIMA is satisfying the “right” requirements

- Understand Customer Needs / Assist in defining Customer needs for current and future operations
- Facilitate development of new solutions to customer requirements
- Prioritize competing requirements
- Ensure execution of approved programs that directly impact Customer satisfaction

• Be the single POC into the Agency for our customers

- Single Point of Accountability for Customer Satisfaction Across NIMA
- Provide tailored Customer access to entire suite of NIMA's products and services

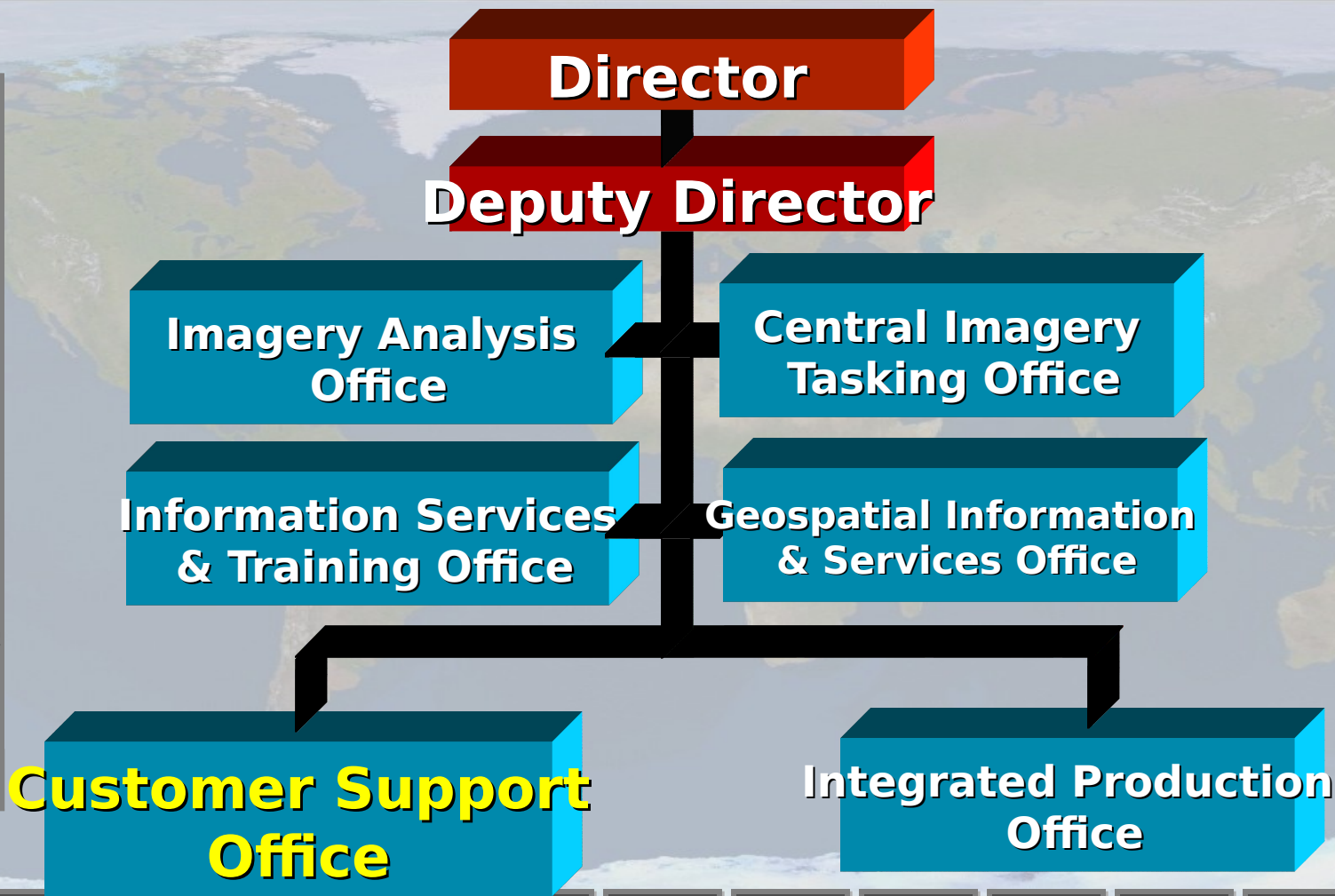
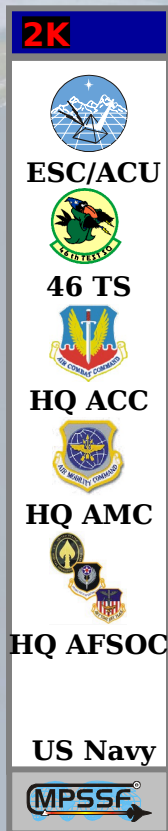
• Team with Customers / Inform Customers



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Operations Directorate



Customer Support Office Personnel

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- Cross agency representation
- Approximately 150+ personnel
- 1/3 - Military, 2/3 - Civilian
- Contractor support
- Resident at Reston, VA; St. Louis, MO and customer locations



Customer Support Teams (CST)

- **Focal point for CO support to Customers**
- **Responsible for:**
 - Knowledge of customer
 - Understand and support customer needs
 - Ensure that the customer knows NIMA
 - Articulate NIMA's capabilities to the customer
 - Be an advocate for the customer within NIMA
 - Ensure open and continuous communication with the customer
 - Execute and monitor production programs supporting the customers needs
 - Inform the customer of progress toward satisfaction of their requirements

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Customer Support Teams

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- **National / Civil**
(703)264-3012
- **Army (703) 264-3001**
- **Navy (703) 264-3002**
- **Marine Corps**
(703)264-3004
- **Air Force (703)264-**
3003
- **DIA/JS/OSD (703)264-**
3011
- **ACOM (703)264-3006**
- **CENTCOM (703)264-**
3005
- **EUCOM - (703) 264-**
3007
- **PACOM - (703) 264-3456**
- **SOUTHCOM - (703) 263-**
3013
- **Special Ops - (703) 264-**
3014
- **SPACECOM - (703)264-**
3008
- **STRATCOM - (314)264-**
4895
- **TRANSCOM - (314)264-**
4895



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NIMA Status

- **DAFIF**
 - WWW access
 - data synchronization
 - MAG VAR
- **CHUM**
 - WEBCHUM
 - data synchronization

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NIMA Status

- **CADRG**
 - data synchronization
 - other issues
- **Distribution - NIMA**
 - NIPRnet (Public Key Infrastructure)
- **Distribution - Defense Logistics Agency**

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NIMA Web Sites

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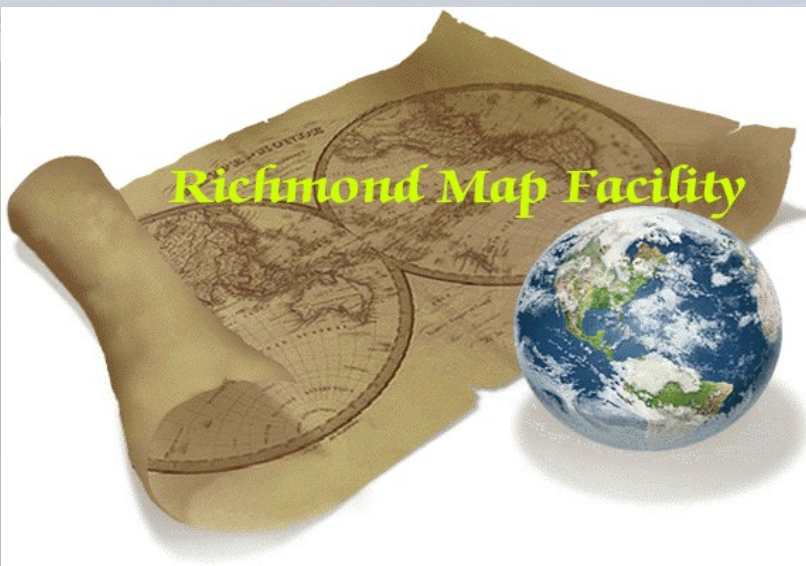
- **Unclassified:**
 - <http://www.nima.mil>
- **OSIS:**
 - <http://osis.nima.mil>
- **INTELINK S:**
 - <http://www.nima.smil.mil>
- **INTELINK TS:**
 - <http://www.nima.ic.gov>



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Richmond Map Facility



•CR-NJ

CHIEF: MR. DAVE SENTER

DDMA

**COMMANDING OFFICER
COMMANDER JOSEPH NAPOLI**

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TIPS FOR SUCCESS

How to Help Us to Help You!

- Learn the System, Use the System
- Use Appropriate Priorities
- Order Appropriate Quantities
- Ensure your DoDAAC Addresses are Correct
- Properly Manage Auto. Distro (AD) Accounts

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ORDERING METHODS

How to Get Your MILSTRIP
Requisition into DAASC

- **Service Supply Systems**
- **DAMES (Modem Based)**
- **DIELOG (Email Based)**
- **WEB REQ (Internet Based) ****

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REQUISITION PROCESSING

- Determine Requirement (User)
- Submit MILSTRIP Requisitions (User or Supply)
- Requisition gets Routed Through DAASC to Richmond Map Facility (Same Day)
- Pick Tickets/Manifests Print Out Next AM
- IPG 1 and IPG 2 Requisitions get mailed out that day. Most IPG 3 go out same day/all by next day.

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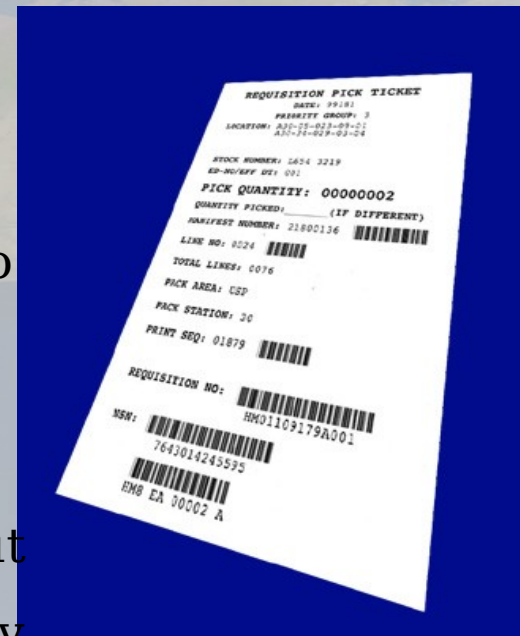


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HOW TO REACH US

Step 1: Visit our webpage. <http://www.dscr.dla.mil/pc9/>

Step 2: Call Us:

Toll Free: 1-800-826-0342

Comcl: (804) 279-6500

FAX: (804) 279-6510

DSN Prefix: 695

Step 3: After Duty/Crisis Support: Toll Free Number or

DSN: 695-6500, Press "2"

Richmond, VA 23297-5359

Step 4: Write Us:

Defense Supply Center Richmond

ATTN: DSCR-JNB

8000 Jefferson Davis Highway

Email: pc9@dscr.dla.mil

SIPRNET:

dsenter@reston.nima.smil.mil

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